

**New Mexico  
Department of Labor**

**Reemployment Services Allotments  
State Plan  
Program Year 2004**

**Employment Services  
(Wagner-Peyser)**

# **New Mexico Department of Labor Reemployment Services Allotments State Plan**

## **Program Narrative**

The New Mexico Department of Labor will continue to utilize Reemployment Services Allotments to improve the quality and quantity of reemployment services in accordance with the Wagner-Peyser Act and Regulations and New Mexico's WIA/Wagner-Peyser Five-Year Strategic Plan.

The New Mexico Department of Labor (NMDOL) is committed to the concept of One-Stop Career Centers and will ensure that all claimants will be served via this medium and the call center to ensure positive outcomes. The NMDOL has identified viable methods for delivering comprehensive, integrated, and enhanced services for UI claimants. These services offer a wide range of activities to meet the various individual needs of the UI claimant.

New Mexico continues to have need for enhanced services to UI claimants as job losses are still showing up in two industries: information and manufacturing. The information sector has lost jobs for the past two years, and in July 2004; New Mexico lost another 800 jobs with the closure of the MCI call center. In manufacturing the state lost another 200 jobs since September of this year 2004. New Mexico's seasonally adjusted unemployment rate was 5.3 percent in April of 2004 as compared to 6.6 last July. Job growth has reached 1.8 percent, with the state adding 18,100 jobs. Due to the slight upturn in the economy, we believe that the enhanced services provided under the RES allotments will greatly assist those who may not be job ready to reenter the job market with marketable skills.

Many of the dislocated claimants have worked for long periods of time and need customized services and/or training in order to compete in the labor market. The plan for PY 2004 will mirror the PY 2003 plan in that claimants have provided positive feedback from the workshops and customized services they received. The only difference will be that we have purchased much-needed audio and visual equipment and supplies for customized, customer driven workshops. Many of our One-Stop Career Centers needed Spanish language materials as well as workbooks and other training materials. The overall goals and objectives for this program will continue to maintain a customer focus and concentrate on the same three primary areas:

### ***1. Increase the employment/placement rate of UI claimants by 10% over PY 2003 performance.***

This will be accomplished by providing early intervention services, enhanced case management, customized job search workshops, structured and self-help resource center activities. Claimants who have received five weeks of UI payments will be targeted for receipt of early intervention services. The following procedure will be utilized:

#### **A. Assessment/Case Management**

All claimants will be assessed and/or tested to determine employment needs or barriers to employment.

*Job Ready Claimants*- claimants who are assessed to be job ready will be assigned a case manager (if appropriate) receive immediate enhanced job development activities that include our Virtual One Stop System (VOSS), which incorporates labor exchange, job matching/referral services, facilitated and self-help services via resource career centers.

*Claimants With Barriers*- claimants identified as having barriers to employment will be provided with the “Job Search Menu” (see attachment A). With the assistance of a counselor or other staff member, claimants will select the workshop or activity that will provide the most benefit. Claimants will also be provided with information on WIA and, if appropriate, will be enrolled into Intensive or Training services. Upon successful completion of selected activities, claimants will then be provided the same services for Job Ready Claimants.

One area that has not been focused on previously is coping with job loss and crisis management. The NMDOL has recognized that unless individuals are provided with some coping skills, motivation and encouragement, they are often incapable of a successful job search. The human element of this type of devastation should not be ignored and will be a crucial part of the NMDOL program.

The “Job Search Menu” has not changes and will include the following, but is not limited to:

**1. Workshops (Desserts)**

*Coping With Job Loss/Crisis Management*

*Career Alternatives-Changing Careers*

*Job Search Techniques-both traditional and non- traditional approaches*

*Resumes, Cover Letters and Thank You Notes*

*Finding The Hidden Job Market*

*Finding the Job YOU Want*

*Interviewing Skills*

*Meeting Employer Expectations In the Interview*

*Making the Most Out of Labor Market Information*

*How To Negotiate Salary*

**2. Career Resource Center Activities (Entrees)**

***Structured Activities***

These scheduled activities will offer hands-on staff assisted Internet Job Search assistance. They will include USDOL and NMDOL websites as well as the many other local and national job and career sites available through the Web, such as Hot Jobs, Monster.Com, etc. Claimants will also be provided with an orientation of the various Job Search resources available through the NMDOL Career Resource Center as well as the library and other community resources.

***Self-Help Activities***

The Career Resource Center will be open for those claimants who are familiar with the available services including the Internet and prefer to conduct their own job search without formal assistance. Usage of O\*Net and USDOL recommended sites will be emphasized. NMDOL will continue to develop and disseminate occupational and labor market information to all customers in direct support of employment service goals. NMDOL will ensure that all claimants are provided with national and local labor market information.

Claimants will also receive access to job search related videos, lists of potential employers by job skills needed and the Job Hunting Guide to target efforts for self-directed job search.

NMDOL staff are cross-trained in both UI and ES components and housed at One Stop Centers.

Those local offices that do not have WIA funds will be referred to WIA services as appropriate. Staff has also received customized case management training in order to provide effective and efficient case management to customers.

**B. Follow-Up**

After assessment, workshop and resource center activities have been completed, case managers will conduct follow-up activities through personal contact, telephone and mail (as appropriate) to ensure that claimants have obtained employment.

For those who remain unemployed, on-going job development activities will continue until the claimant successfully reenters the job market.

**2. *Increase the number of UI claimants participating in customized services by 25%***

Information regarding the availability of customized reemployment services will be posted in the lobbies of all local offices. Claimants will be informed of the reemployment services available to them through the Unemployment Insurance Booklet. They will be provided with the "job search menu" whereby they can select the workshop or activity that would provide the greatest benefit to their particular employment need. Claimants will be strongly encouraged to select at least one workshop or activity. Those claimants, who are assessed as having employment barriers, will follow the process outlined under 1. A- Assessment/Case Management.

The NMDOL moved to a UI Call Center environment in October of 2002. Claimants can now file for UI benefits through the Internet as well as the Call Center. Customer Service Representatives provide information about the various customized services and how they can access them via the Unemployment Insurance Booklet, which is mailed to all initial claimants. For those claimants who select the Internet option, linkages to job search activities, labor market information and reemployment services are easily accessed.

The NMDOL business rule mandates that all initial claimants must report to their local NMDOL office within seven (7) working days to register for services. On-site staff will again inform claimants of the full array of reemployment services available to them. Claimants will also be provided "Quick Access" cards that provide shortcuts to accessing the UI system quickly.

Customized services will offer pertinent information in a fun, educational, non-threatening setting to benefit all claimants. Specialized counseling and motivational sessions will also be offered to all claimants. In addition, customized services may be provided for targeted occupations or industries that have had massive layoffs or are no longer in labor market demand. Potential claimants and/or industries identified through rapid response activities affected by massive layoffs or plant closures will be surveyed as to whether customized services, activities or training could be offered en masse and possibly prior to layoff.

### **3. *Decrease the average number of weeks claimed by recipients.***

Currently, the average number of weeks claimed by New Mexico's claimants is 17.3 weeks. Enhanced job development activities, job referrals, placement and customized services have been provided in efforts to reduce the average number of weeks claimed to the expected outcome of 12 weeks or less.

Despite these efforts, unfortunately, this expected outcome did not occur. Due to massive layoffs and plant closures in manufacturing, and information technology coupled with the fact that New Mexico is also a rural state the numbers of weeks claimed increased. The addition of the TEUC benefits also contributed to the addition of weeks claimed. The positive side is that although weeks claimed increased, the number of claimants entering employed increased by ten (10) percent.

**Eligibility Review Program (ERP)**- is on a HOLD STATUS as we are in the process of redesigning the UI program and this component has yet to be completed. Upon completion of the redesign this service will be provided to claimants. Interviewers will provide information regarding the full array of reemployment services.

**Worker Profiling Reemployment Services (WPRS)**- The Department has updated the data elements of the model to reflect changes in the economy as well as demographic composition and labor market experience of unemployed workers. This has ensured that additional numbers of qualified claimants are profiled for this service, thus enhancing the reemployment of claimants.

The NMDOL has a new virtual common-intake system that will track WPRS and link to UI. The system has also built in capabilities to track and produce the 9048 and 9049 reports. A planned enhancement of this system will allow for dual registration for both Employment Services (ES) and Unemployment Insurance (UI). This added feature will curtail duplication of effort and increase customer satisfaction. This enhancement is scheduled to be completed by January 2004.

### **Reemployment Services Allotments Outcomes**

Focusing on the three primary goals as outlined above, and the methods used to achieve them, NMDOL will reduce UI benefit receipt among New Mexico claimants by assisting them to find new jobs quickly.

The table below indicates planned program performance:

<b>Outcomes</b>		<b>Measurement Tools</b>
Placement rate will be increased by	10%	<b>Geo System</b>
UI Benefit Exhaustion rate will be reduced by	25%	UI 9048 A.
Claimants participating in customized services will be increased by	50%	<b>Geo System</b>
The number of weeks claimed will be reduced by	17%	ETA 9049

All desired outcomes would be reviewed quarterly and obtained by program year-end June 2005.